

CONSOLIDATED MAIL SERVICES

# CMS Express

[www.ga.wa.gov/mail](http://www.ga.wa.gov/mail)

*CMS—Working for you!*

## We're Back and Ready to Hear from You!

After a near one-year hiatus, the **CMS Express** is back by popular demand. The primary benefit of our absence is the fact that we have lot's to talk about! However it's not all about us, we want to hear from our customers. Please send ideas for subject matter or comments targeting your specific area of interest and we'll be sure to include pertinent articles in upcoming Expresses. Newsletters will be published on a quarterly basis and distributed via e-mail, Campus mail, and the CMS website at [www.ga.wa.gov/mail](http://www.ga.wa.gov/mail). We look forward to hearing from you.



## Taking Orders

- Mail Tubs
- Campus envelopes
- USPS, FedEx, UPS forms, mailers and supplies
- Pink Slips
- ...and more available at 360-753-5443 or [www.ga.wa.gov/mail](http://www.ga.wa.gov/mail)

## CMS is Committed to Saving You Money

CMS partners with outside vendors to help customers take advantage of great rates. For example, when mailing non-first class flats and parcels between two and sixteen ounces, customers that have utilized *Smart-Mail* through September of this year have saved a total of \$19,069.57. Types of materials that qualify are booklets, handbooks, manuals, and membership packets—just to name a few. If you would like to find out if your mailing qualifies for *SmartMail* delivery, call customer service at 360-664-9506.

## Spaced Out



A recent re-model to the CMS Inserting section added 2,400 square feet. This addition brings our total square footage to 35,400. The space was necessary for new equipment but also allows us to warehouse customer envelopes and insert stock for some reoccurring jobs.

## Visit Us—Free Training and Tours

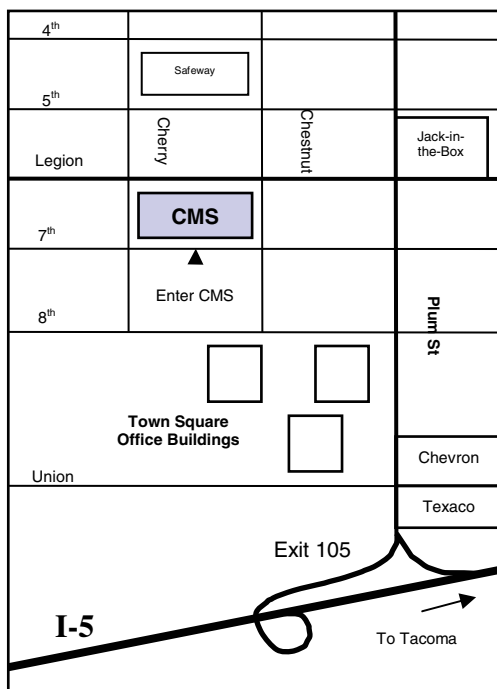
Looking for a good excuse to get out of the office for a morning? We're offering the perfect opportunity to escape the daily grind while receiving some useful mailing tips. Discover how to make more efficient use of staff time and resources by attending a focused CMS training session. Sessions will be scheduled quarterly and will include a tour of the facility. The next training

is December 16, 2003, from 9:00 am-12:00 pm. If your schedule does not allow for an entire morning, give us a call and schedule an individual tour which takes less than an hour. To schedule, please contact CMS Customer Services at 360-664-9506 or by email at [cmsmail@ga.wa.gov](mailto:cmsmail@ga.wa.gov).

## Duane Murphy Retires after 30 Years of State Service

CMS truck driver, Duane Murphy, will retire on November 30. Duane started with the Secretary of State's Office in 1973 as a Clerk 1 and has worked for CMS since 1988. Duane will be missed by his coworkers and the many customers on the West route. Duane will be moving to Ireland. We wish him the best!

## CONSOLIDATED MAIL SERVICES



## Contact Information:

<b>Customer Service</b>	<b>(360) 664-9506</b>
<b>Campus and Incoming Mail</b>	<b>(360) 664-9617</b>
<b>Outgoing Mail/Presort Section</b>	<b>(360) 664-9619</b>
<b>Outgoing Mail/Inserting Section</b>	<b>(360) 664-9618</b>
<b>Distribution</b>	<b>(360) 664-9616</b>
<b>Fiscal/Invoicing</b>	<b>(360) 586-1947</b>

## Location and Directions

**Address:**  
616 Cherry Street  
Olympia WA.

*From I-5 take exit 105. Follow signs for Port of Olympia. Continue on Plum Street. Turn left at Legion Way. Two blocks on left is CMS. Turn left on Cherry Street. Turn left on 7<sup>th</sup> Street. Entrance to CMS is on the left; under green awning.*

### Did You Know?

CMS now offers tracking of accountable campus mail. For more information, contact Sher Dotson at 360-664-9617 or email her at [sdotson@ga.wa.gov](mailto:sdotson@ga.wa.gov).

**We're on the Web**  
**[www.ga.wa.gov/mail](http://www.ga.wa.gov/mail)**

### Dates to Remember

- 11/11 Veterans Day
- 11/27-28 Thanksgiving Holiday
- 12/16 Quarterly Customer Tour and Training
- January—Incoming and Campus Mail Surveys

CMS Express is published quarterly by Consolidated Mail Services.

Forward your comments or questions to:

Diane Wilkinson  
Customer Service  
(360) 664-9506  
[dwilkin@ga.wa.gov](mailto:dwilkin@ga.wa.gov)



Washington State Department of  
**General Administration**

## NEW PO Box/Mail Stop Information and Schedule Look-up on the Web

When you need a PO Box or mail stop number to send mail, how do you find it?--Look it up in the scan book? Look thru an endless list of addresses? Call CMS? CMS has a new feature on our website that makes looking up PO Box/mail stop numbers and mail delivery schedules a breeze. You can look up the mail stop by agency and/or city, and even sort to meet other criteria. Then you can find out when that mail will be delivered by accessing the delivery schedule. Try it—it's easy!

- Go to the CMS Website at [www.ga.wa.gov/mail](http://www.ga.wa.gov/mail).
- Click on PO Box/Mail stop Information & Schedule Look-

- up.
- Choose PO Box Listings for Agencies and Cities or PO Box Delivery Schedule.
- Use the drop down menus to find information based on your needs, then submit.

The PO Box/Mail stop menu will lead you to numbers based on agency and city along with a variety of sort options. Addresses are included in the search results. The delivery schedule menu will allow you to view the route, run, and scheduled pick-up/delivery times for the mail stop specified. Let us know how you like this new feature by contacting customer service at 360-664-9506.